



“Do you need help dealing with a concern about a Superfund site?”

“Are you looking for objectivity and fairness?”

“Do you want someone who will listen and understand your Superfund issue?”

If you have concerns like these about the Superfund program, you may want to call the U.S. Environmental Protection Agency's Regional Superfund Ombudsman for help. The Ombudsman will make sure you are able to discuss your concerns with EPA Superfund staff working on the project. Often, just talking to the right person will resolve the issue. If you have already talked with Superfund staff and are unhappy with the result or the treatment you received, then the Ombudsman will work with you and the Superfund staff to see if a satisfactory resolution can be reached.

What is an Ombudsman?

An Ombudsman is a government official charged with investigating complaints and helping to resolve them. The Regional Superfund Ombudsman is a high-level employee of the EPA who has the ability to look independently into citizens' concerns and facilitate the communication that can lead to a solution.

What the Superfund Ombudsman Can Do For You

The primary role of the Regional Superfund Ombudsman is to help you get your Superfund problems resolved. The Ombudsman will:

- Answer your questions or direct you to the right person in EPA to answer your questions.
- Look into the issues you raise concerning decisions that EPA has made.
- Arrange meetings and facilitate discussions between you and Superfund staff in an attempt to resolve your problems or concerns with EPA's decisions.
- Consult with EPA senior management about the problem if a solution cannot be reached between you and the Superfund staff.

The Ombudsman does not have authority to change decisions made by Superfund staff. The Ombudsman does have direct access to top regional management officials and can recommend actions to resolve legitimate concerns.

What Is Superfund?

- Superfund is the federal program that cleans up sites where hazardous materials threaten human health or the environment.
- Superfund sites include landfills, abandoned mines, industrial sites, or other places where hazardous materials were used or disposed.
- Sites can vary from a small metal plating shop to a 250-square-mile mining area.
- Community involvement in the cleanup process is an important component of Superfund.





Regional Superfund Ombudsmen

REGION 1

(CT, ME, MA, NH, RI, VT)

John Smaldone

617-573-5707

U.S. EPA, Region 1
JFK Federal Building
Boston, MA 02203

REGION 2

(NJ, NY, PR, VI)

George H. Zachos

888-283-7626

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REGION 3

(DE, DC, MD, PA, VA, WV)

Ken Kryszczun

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U.S. EPA, Region 3

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REGION 4

(AL, FL, GA, KY, MS, NC,
SC, TN)

Kathleen Curry

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REGION 5

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Doug Ballotti

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REGION 6

(AR, LA, NM, OK, TX)

Arnold Ondarza

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Craig W. Smith

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REGION 9

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Don White

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REGION 10

(AK, ID, OR, WA)

Michelle Pirzadeh

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U.S. EPA, Region 10
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EPA HEADQUARTERS

Hazardous Waste Ombudsman

Bob Martin

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Superfund Information Hotline

800-424-9346



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Environmental Protection
Agency

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